Case 2:10-cv-04089-JP Document 1 Filed 08/13/10 Page 1 of 12

JS 44 (Rev. 12 01 NJ 3 08)

CIVIL COVER SHEET

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The 38.44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet.

[SEL INSTRI CHONS ON THE REVERSE OF THE FORM.]

I. (a) PLAINTIFFS				DEFENDANTS	10	4000	
DONALD H. NELSON				NCO FINANICAL SOLUTIONS, INC.			
(b) County of Residence	of First Listed Plaintiff			County of Residence (of First Listed Defendant		
(c) Attorney's (Firm Nat	me, Address, Telephone N	umber and Email Ado	iress)	NAME OF LAND	TY CYANIPAGNAN A TERANDA CA CIGO A CA	CL THE LOW VEIGNS OF THE	
Craig Thor Kimmel, Es	squire			NOTE. IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED.			
Kimmel & Silverman, F	P.C.			Attorneys (If Known)			
30 E. Butler Pike Ambler, PA 19002				, , , , , , , , , , , , , , , , , , , ,			
(215) 540-8888			Ŧ				
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7.2 1 S Government Defendant	7 4 Diversity	23 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	Citize	en of Another State [7	2 3 2 Incorporated and F		
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UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be a assignment to appropriate calendar.	ised by counsel to indicate the category of the case for the purpose of
Address of Plaintiff: 12608 Falcon Lane, Lewisto	VID TO BACE.
Address of Defendant: 507 Prudential Road, Ho	rsham, PA 19044
Place of Accident, Incident or Transaction: 12608 Falcon Lane (Use Reverse Side For Additional Control of Cont	Lewisten 1D
Does this civil action involve a nongovernmental corporate party with any parent corporation and a	any publicly held corporation owning 19% or more of its stock?
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No III
Does this case involve multidistrict litigation possibilities?	Yeso No
RELATED CASE, IF ANY: Case Number: Judge	Date Terminated:
Case Numeer.	Date Tellimated.
Civil cases are deemed related when yes is answered to any of the following questions:	
1. Is this case related to property included in an earlier numbered suit pending or within one year p	
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit action in this court?	Yes□ No□ pending or within one year previously terminated
deton in this court,	Yes No D
3. Does this case involve the validity or infringement of a patent already in suit or any earlier num	
terminated action in this court?	Ycs□ No □
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights ca	ase filed by the same individual?
	Yes No No
CIVIL: (Place ✓ in ONE CATEGORY ONLY) A. Federal Question Cases:	B. Diversity Jurisdiction Cases:
1. □ Indemnity Contract, Marine Contract, and All Other Contracts	1. Insurance Contract and Other Contracts
2. □ FELA	2. Airplane Personal Injury
3. ☐ Jones Act-Personal Injury	3. □ Assault, Defamation
4. □ Antitrust	4. ☐ Marine Personal Injury
5. Patent	 5. □ Motor Vehicle Personal Injury 6. □ Other Personal Injury (Please
6. □ Labor-Management Relations	specify)
7. □ Civil Rights	7. □ Products Liability
8. □ Habeas Corpus	8. □ Products Liability — Asbestos
9. □ Securities Act(s) Cases	9. □ All other Diversity Cases
19. A Social Security Review Cases	(Please specify)
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ARBITRATION CERTIFI (Check Appropriate Categ	
1. Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and beli \$150,000.00 exclusive of interest and costs;	icf, the damages recoverable in this civil action case exceed the sum of
☐ Relief other than monetary damages is sought.	
DATE: 8-12-10 (raig /hr-Kimmel	57100
Attorney-at-Law	Attorney I.D.#
NOTE: A trial de novo will be a trial by jury only if there h	has been compliance with F.R.C.P. 38.
I certify that, to my knowledge, the within case is not related to any case now pending or with except as noted above.	
DATE: 8-12-10 Crarg Ther Kimme 1	57100 AUG 13 201 Attorney I.D.#

CIV. 609 (6/08)

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

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(Civ. 660) 10/02

UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

DONALD H. NELSON, Plaintiff	10 4089 }
v. NCO FINANCIAL SYSTEMS, INC., Defendant	Civil Action No.: COMPLAINT AND DEMAND FOR JURY TRIAL (Unlawful Debt Collection Practices)

COMPLAINT

DONALD H. NELSON ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

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- 3. Defendant conducts business in the State of Pennsylvania and therefore, personal jurisdiction is established.
 - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Idaho with a mailing address of 12608 Falcon Lane, Lewiston, ID.
- Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 7. 1692a(3).
- Defendant is a national debt collection company with corporate 8. headquarters located at 507 Prudential Road, Horsham, PA 19044.
- Defendant is a debt collector as that term is defined by 15 U.S.C. § 9. 1692a(6), and sought to collect a consumer debt from Plaintiff.
- Defendant acted through its agents, employees, officers, members, 10. directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

Debt Collection Practices Act ("FDCPA") is a 11. The Fair comprehensive statute that prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and

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provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- In particular, the FDCPA broadly enumerates several practices 12. considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § The FDCPA is designed to protect consumers from unscrupulous 1692f. collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing

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24 25 laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.

Congress enacted the FDCPA to regulate the collection of consumer 14. debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- At all pertinent times hereto, Defendant was hired to collect a 15. consumer debt allegedly owed by Plaintiff.
- The alleged debt at issue arose out of transactions which were 16. primarily for personal, family, or household purposes.
- Plaintiff was first contacted by Defendant concerning the alleged debt 17. on May 7, 2010 at approximately 7:30 a.m via a telephone call to his home.
 - This call startled Plaintiff, as he was sleeping at such an early hour. 18.
- During this inconvenient correspondence, Defendant failed to identify 19. itself as a debt collector, and did not inform Plaintiff that any information obtained will be used for the purpose of collecting the alleged debt.
- Moreover, during the correspondence, Defendant also threatened to 20. cut off Plaintiff's cell phone service, an action that it did not have the intention or legal means to follow through on.
- On this day of August 5, 2010, 90 days after the initial 21. correspondence with Defendant, Plaintiff has still not received a letter notifying him of his rights and privileges under the law.

22. As a result, and because such information was not disclosed in the initial correspondence, Plaintiff remained unaware of his right to dispute the debt, obtain verification, and request the name and address of the original creditor.

23. Defendant's actions in attempting to collect the alleged debt were harassing, and highly deceptive.

CONSTRUCTION OF APPLICABLE LAW

- 24. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 25. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 26. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. <u>See Jeter v. Credit Bureau, Inc.</u>, 760 F.2d 1168 (11th Cir. 1985); <u>Graziano v. Harrison</u>, 950 F. 2d 107 (3rd Cir. 1991); <u>Swanson v. Southern Oregon Credit Service</u>, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA

was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 31. In its actions and methods to collect a disputed debt, Defendant violated the FDCPA in the following ways:
 - a. Communicating with Plaintiff in connection with the collection of the alleged debt, at an unusual time known or which should be known to be inconvenient to the consumer, in violation of 15 USC § 1692c(a)(1);
 - b. Engaging in conduct of which the natural consequence is to harass, oppress, or abuse Plaintiff in connection with the collection of the alleged debt, in violation of 15 USC § 1692d;
 - c. Using false, deceptive, or misleading representations or means in connection with the collection of any debt, in violation of 15 U.S.C. § 1692e;

- d. Threatening to take action that cannot legally be taken or that is not intended to be taken, in violation of 15 U.S.C. § 1692e(5);
- e. Using false representation and deceptive means to collect or attempt to collect the alleged debt, in violation of 15 U.S.C. § 1692e(10);
- f. Failing to, within five days after the initial contact with Plaintiff in connection with the collection of the alleged debt, send the consumer a written notice containing any of the following: the amount of the debt, the name of the creditor to whom the debt is owed, a statement that unless the consumer disputes the validity of the debt within 30 days of the initial communication the debt will be assumed to be valid, a statement that if the consumer disputes the debt in writing within the 30 day period the debt collector is required to verify the debt, a statement that, upon written request within the 30 day period, the debt collector will provide the consumer with the name and address of the original creditor, in violation of 15 USC § 1692g(a), 15 USC § 1692g(a)(1), 15 USC § 1692g(a)(2), 15 USC § 1692g(a)(3), 15 USC § 1692g(a)(4), 15 USC § 1692g(a)(5);
- g. By acting in an otherwise deceptive, unfair and unconscionable manner and failing to comply with the FDCPA.

32. As a result of the above violations of the FDCPA, Defendant is liable to Plaintiff in the sum of Plaintiff's actual damages, statutory damages, and attorney's fees and costs.

WHEREFORE, Plaintiff, DONALD H. NELSON, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for each violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, DONALD H. NELSON, demands a jury trial in this case.

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DATED: August 12, 2010

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CERTIFICATION PURSUANT TO L. CIV. R. 11.2

I hereby certify pursuant to Local Civil Rule 11.2 that this matter in controversy is not the subject of any other action pending in any court, arbitration or administrative proceeding.

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C..

By:

Craig Thor Kimmel Attorney ID # 57100 Kimmel & Silverman, P.C. 30 E. Butler Pike

Ambler, PA 19002 Phone: (215) 540-8888 Fax: (215) 540-8817

Email: kimmel@creditlaw.com